

# TELIA PREPAID SUBSCRIPTION SERVICE DESCRIPTION



Telia Prepaid subscriptions and top-ups are subject to Telia's general delivery terms for consumer customers concerning services and the terms and conditions concerning Telia Prepaid products referred to in this service description. Telia's prepaid subscriptions (Easy Prepaid, Prepaid Netti (Prepaid Surf) and Telia Prepaid, hereinafter the "Subscription") work only in Finland and the Nordic and Baltic countries, and do not work in other countries or networks.

## General

The period of validity of the Subscription is six (6) months from the first day of use and 12 months from the latest top-up. No unused balance or package-priced, prepaid charges of the Subscription are returned to the customer.

Call itemisations cannot be provided for the Subscription. To call service numbers in Finland, there must be at least €20 worth of balance on the subscription. Calls to general services (category I) are possible even when your balance is less than €20. These service numbers include numbers with the prefix 0800, 116, 0100, 010, 0200, 020, 0300 and 030.

Keep your SIM card frame in a safe place—it shows your PIN and PUK codes.

Information regarding the Subscription may be sent to it by text message (such as balance information or information on service changes). We deem that such notices will be known to you on the business day following their dispatch. The text messages are in Finnish. It is also possible to send marketing messages related to prepaid products as both text messages and multimedia messages to the Subscription. You may prohibit marketing messages at any time by sending the text message KIELTO to 15400 (€0).

In Finland, you may use your Subscription to call all standard-rate fixed-line and mobile numbers and service and emergency numbers in Finland. You can use the Subscription to call and send messages to abroad at the listed prices. In addition to standard SMS and MMS messages, you can also send and receive service messages with your Subscription.

The availability of text message voting and donations and other such services depends on the provider of the service in question.

The Subscription includes web access and can be used for surfing the web and, for example, reading e-mails.

## Roaming

Your Subscription can be used for surfing with a Prepaid package or using the balance in the Nordic and Baltic countries (Sweden, Denmark, Norway, Estonia, Latvia and Lithuania) without additional charges. Depending on the package, the Prepaid package can be used for surfing abroad either according to the surf use included in the Prepaid package or according to the fair use policy specific to the package. When you surf using the subscription balance, the subscription has a daily fair use limit. Surfing will primarily be debited from the Prepaid package, if one has been loaded to your subscription. Otherwise, it will be debited from the balance.

Once the fair use amount of surfing has been used up, surfing abroad will end unless you have loaded a new package or topped up balance to continue surfing. A text message will be sent to your Subscription when the daily or package-specific fair use limit of surf use is about to be reached. You can find more information at [www.telia.fi/prepaid/ulkomailla](http://www.telia.fi/prepaid/ulkomailla).

As a general rule, your Subscription's online use, calls and messages are available to you at Finnish prices also in the Nordic and Baltic countries. In the Nordic and Baltic countries, you can use the Subscription in Telia networks only. Telia Company networks are: Telia Company AB (SE Telia) in Sweden, Telia Danmark (DK Telia) in Denmark, Telia Norge AS (Telia N) in Norway, Telia Eesti AS (EE Telia) in Estonia, Telia Lietuva AB (Telia Lietuva AB) in Lithuania and Latvijas Mobilais Telefons (LMT) in Latvia.

You can use the Subscription to call all standard-rate Finnish numbers and emergency numbers. Service messages and service calls are not available at all in the Nordic and Baltic countries with the exception of Telia's own customer service number.

## Mobiilivarmenne mobile certificate

Your subscription's SIM card can be replaced with a SIM card that supports the Telia Mobiilivarmenne mobile certificate. You can then activate the Mobiilivarmenne mobile certificate in your Subscription by registering it at a Telia Kauppa outlet. The Mobiilivarmenne mobile certificate is valid for five (5) years, but your Subscription is valid for six (6) months from the first day of use and 12 months from the latest top-up. However, the Mobiilivarmenne mobile certificate will also expire when your Subscription expires. If you want to start using the Mobiilivarmenne mobile certificate again, you must re-register it and repay the activation charge valid at that time.

## Monitoring and pricing of foreign use in the Nordic and Baltic countries

### Monitoring of foreign use in the EU/EEA

Telia is entitled to monitor the use of subscriptions by traffic type (calls, messages and data) and their location in the EU/EEA countries, and to take action in case of any misuse.

If the two conditions below are met, the situation will be considered misuse.

1. The Subscription is located in EU/EEA countries other than Finland for more than two (2) months during a monitoring period of four (4) months.
2. More than 50% of the traffic of the subscription takes place in EU/EEA countries other than Finland during the monitoring period in question.

The customer will be warned of misuse by a text message requiring that the Subscription should be used in Finland for seven (7) days within the next fourteen (14) days. If the requirement is not met, Telia has the right to charge an extra charge, by traffic type, for the above misuse of the subscription.

If the customer shows that the above conditions for the extra charge are not met, no extra charge will be invoiced.

## Traffic management and information security

Traffic in the network is managed on account of strong and often unforeseeable variations in traffic volumes, which may cause momentary congestion in different parts of the network. Traffic management mechanisms are used to ensure that critical services and applications continue to work reliably in cases of congestion. As a rule, customer effects are small (for example, a momentarily lower data transmission speed or increased delay) and occur during peak congestion times. These effects are usually attributable to network problems or external disturbances, such as DoS attacks. Traffic management methods include, for example, queuing, prioritisation, restriction and signalling about the congestion to the customer's applications. The methods are automated, and their dynamic effects on each individual application cannot be estimated accurately and specifically. Network performance is constantly monitored and traffic flows optimised, and network capacity will be increased such that the effects of the traffic management on the customer are as small as possible, whatever the service or application. If necessary on account of an exceptional information security threat or to ensure normal operation of the network, Telia may use traffic management methods that can affect the service user's applications, services or content or may be attributable to the recipient, sender or terminal device. This includes, for example, traffic filtering, which is used in DoS attacks, or temporary disconnection of the customer's service, for example in cases where a customer device causes significant problems or disturbance or where the service is used to transmit spam or malware. In addition, for reasons of service availability or filtering of malicious traffic or for another information security reason, Telia may temporarily restrict the use of the service either by preventing the use of certain communications methods (protocols) or ports or by temporarily disconnecting the web service of the subscription. Automated systems may be used to restrict traffic or temporarily disconnect Internet services. The traffic management methods include, for example, restriction of network usage based on court order in order to block access to network services used for unauthorised distribution of content protected by copyright. Such restrictions may be implemented in such a manner that the user's access to network addresses will be blocked or that addresses of some network servers will not be transmitted to the service user from Telia's domain name service. The traffic management methods also include port blocks to prevent abuse of vulnerabilities in the service user's terminal devices. Connecting a terminal device to the public Internet and installing applications involve threats (for example, viruses and other malware) that may impair communications or jeopardise the availability and/or confidentiality of the data on the terminal device. The customer shall attend to the protection and information security of the device. The customer can improve information security by means of information security services. Telia provides information on any information security issues and changes to the rules of use on Telia's website at [telia.fi/tietosuoja](https://telia.fi/tietosuoja). New security threats appear continuously, and an up-to-date list of traffic management methods and methods used to ensure information security is available at [telia.fi/tietoturvainfo](https://telia.fi/tietoturvainfo).

## Processing of personal data and data protection

Personal data are processed in accordance with Telia's Privacy Notice. The Privacy Notice can be read at [www.telia.fi/tietosuoja](https://www.telia.fi/tietosuoja).

This information is based on the situation in March 2020. Telia reserves the right to change the functionalities. We strive to announce all changes by text message. To check the current functionalities, prices and terms of your Subscription, visit our website at [telia.fi/prepaid](https://telia.fi/prepaid) and [telia.fi/prepaid/ulkomailla](https://telia.fi/prepaid/ulkomailla).